

# A plan to make your health services better

Update 1: November 2019



We are Southern Health.

At the start of this year, we told you that we want to make our learning disability health services the best they can be.



We had two workshops in February for service users, carers, families and staff.

We wanted to hear what you had to say, and get your ideas.



We took your ideas and put them into a plan.

The plan wants to:



- Help you to stay healthy.



- Make your care easier for you.



- Get you help faster.



- Support other NHS teams, so they give you the best care, for you.



- Tell everyone about the changes.



Over the last few months we worked on the plan and we agreed that we needed more people to help us.



We asked service users, carers, staff and the people who buy our services to join the planning group.



The planning group is called the 'Programme Board'. The group will meet to make sure the plan happens.



We have had some meetings and we said that the plan is very big.



To make it easier, we agreed to share the work into 4 smaller groups.

The 4 smaller groups are:



**1. Making sure Southern Health services are the right services, that people need and want**

This small group will look at how much money is spent on our services and who can use them.



**2. How we make our services better**

This small group will look at what services we will have and what staff will we need.



**3. How we can work in new ways**

This small group will look at what training our staff need and how to make things easier for everyone.



Small groups 1, 2 and 3 will take many months to do.

Small group 4 has already started and is looking at:



**4. Making sure you get the service you need faster and when you need it**



In East Hampshire they are looking at how long it takes you to see us after your GP has referred you to us.



The team has made changes so that service users are now only waiting 2 days after seeing their GP to be assessed.

This used to take a lot longer and this is good news! We are still working on this.



In January 2020, if this works we will get our other teams to do the same.



If you want to talk about the plan, you can call Jayne Jazz on: 02380 874367.



We will update you again about how we are getting on with the plan.